

Verizon's web-site bill pay option at verizon.com has multiple new changes deliberately placed to cheat and manipulate customers. Don't think for an instant that they will get away with this outrage. You will now take responsibility. This deceptive and criminal maneuver will bring career-ending consequences within the FCC. These new features were designed by Verizon and their gang of thieves to collect for: fees not due, minutes not spent and unused/unwanted services. + Verizon's new web-site format does not allow a customer to see the vital details of "Verizon local service charges". This has changed from all previous on-line bills. + The new web-site account information pages are crammed with ridiculous promotions and advertising. Verizon deliberately thwarts a customer's ability to analyze the bill. Witness a new low in contempt for consumers. Are you proud of this new low? I am writing in support of the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue. Many consumers feel as I do -- annoyed with a long list of new charges and frustrated with trying to compare prices when shopping for telecommunications service. Phone bills should be truthful, easy to read and easy to understand. Instead, the long distance and wireless bills are filled with surcharges with misleading names that imply the line items are mandated by law, when they are not. Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices. Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states in doing more. The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.